

I switched to MCI for my local and long distance provider and am willing to pay a bit more to do so just to avoid to doing any business with SWB. SWB operates still as a monopoly and could give a hoot about signing customers up for products they didn't order, for billing mistakes or (most importantly) making customer service non-existent outside of normal business hours. Try getting in touch with customer service after 5pm. It's never happened for me. Anything I can do that's anti-SWB is good for me!